

From: Ivory M Bassett-Bishop
To: Microsoft ATR
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To Whom It May Concern:

I am extremely happy that this issue with Microsoft is being resolved. I was very pleased when the suit came about because of personal experiences trying to use other browsers, i.e. Netscape as well as IE.

The MS os would shut down and I would have to manually shut down my pc. This was not only damaging my hard drive but was causing great frustration. I was investigating all potential OS (operating systems) but everyone of them lacked. I felt trapped unless I chose Apple. Which I did for my then college daughter. Nevertheless, she soon found it too cumbersome to convert and download the materials she needed for her studies and by her junior year in nursing she brought a unit that came with a Microsoft OS. I always felt trapped in the MS no-alternative bag. In fact I just purchased a new computer last Sept. 2001, it came with ME already loaded and I would receive an automatic XP upgrade when it came out in Oct. Without knowing anything about the XP I began to investigate its attributes and pits. I found out it literally has the potential to see who is using their software, who is sharing it (I personally believe when I buy something its mine and I should be able to do with it whatever I please - - - that includes giving it to whomever I please, using it as I please - - - I PAID FOR THAT PRIVILEGE.)and if need be shutting down your system. They have since sent me the software with no info on these ramifications only mildly informing ME, the consumer, of the enhancements. If I really want to get more out of it I guess I could by one of Microsofts XP learning books or software packages. I am still in a quandry as to whether or not to install this product.

Anyway I am glad this issue has been bought out and has been resolved to some degree. I hope the consumers can now be given the opportunity to have a choice of products.

As you can see Microsoft has given me one benefit I hold dear, that is HOTMAIL.

Thank You

Ivory Bishop

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